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Homeland Security

United States
Coast Guard



U. S. Coast Guard Personnel Service Center Organization Manual



CG PSCINST M5401.1
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COAST GUARD PERSONNEL SERVICE CENTER INSTRUCTION M5401.1

Subj: U.S. COAST GUARD PERSONNEL SERVICE CENTER ORGANIZATION MANUAL

1. PURPOSE. This document publishes the CG Personnel Service Center (CG PSC) Organization Manual and the approved functional statements for each CG PSC command, division, and branch.
2. ACTION. CG PSC Commanding Officers (COs), Division Chiefs, and Branch Chiefs shall familiarize themselves with this manual. Other commands throughout the Coast Guard are encouraged to familiarize themselves with this manual to ensure awareness of the CG PSC organization and functional areas. Internet release authorized.
3. DIRECTIVES AFFECTED. None.
4. DISCUSSION. This is the first version of the CG PSC Organization Manual. CG PSC COs, Division Chiefs, and Branch Chiefs may expand on the guidance contained in this manual when needed (e.g., when information unique to a particular command, division, or branch is required). However, approved functional statements may not be altered without CG PSC approval.
5. ENVIRONMENTAL ASPECTS AND IMPACT CONSIDERATIONS. Environmental considerations were examined in the development of this instruction and have been determined not to be applicable.
6. FORMS AVAILABILITY. None.

/s/

D. R. MAY

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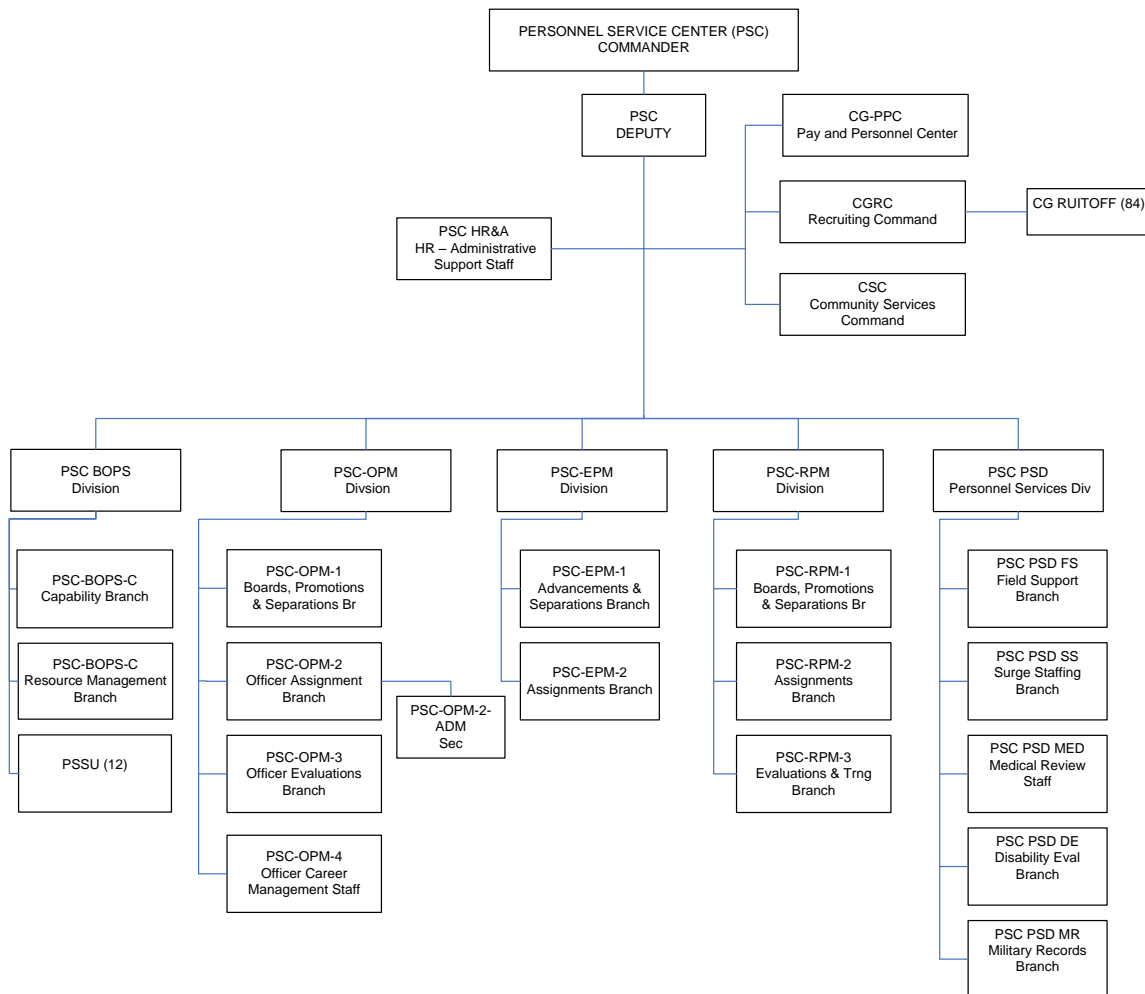
CHAPTER 1. INTRODUCTION

- A. Purpose. The Coast Guard Personnel Service Center (CG PSC) supports mission execution by recruiting, accessing, assigning and developing careers, maintaining well-being, compensating, separating, and retiring all CG personnel.
- B. History. The CG PSC was established in March 2009 under the leadership of the Deputy Commandant for Mission Support (DCMS) and the Assistant Commandant for Human Resources (CG-1). CG modernization was a massive and unprecedented effort to completely restructure around mission execution and mission support models. CG PSC was fundamentally designed to align and transform personnel support services by eliminating geographic and organization bifurcation; providing integrated military workforce management; delivering regional depot-level personnel services; and, providing accurate and auditable compensation and benefits systems for all CG personnel.

CHAPTER 2. ORGANIZATION OVERVIEW

A. CG PSC Overview, Organization Chart, and Functional Statements.

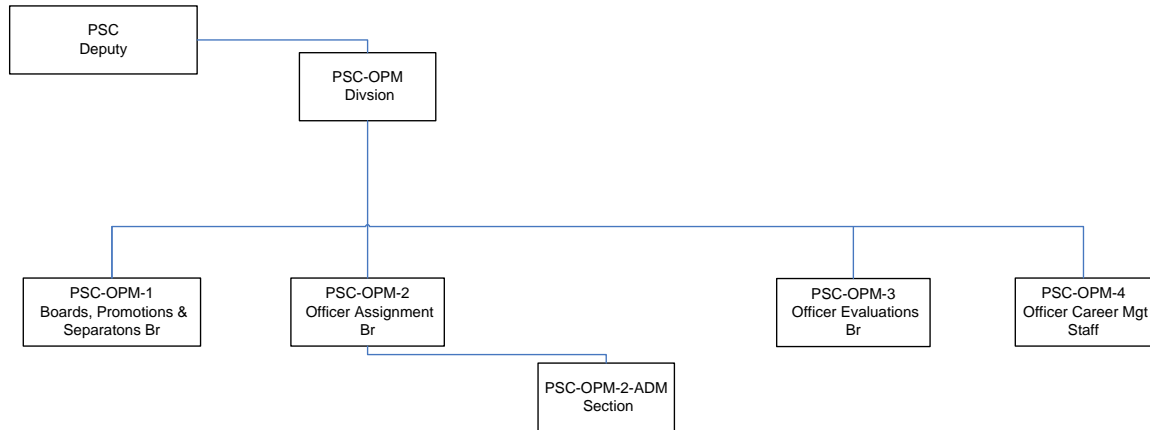
1. CG PSC Overview. The CG PSC is organized with a command staff located in Arlington, VA consisting of a command cadre and six divisions, three major sub-commands at various locations, and numerous other sub-units, field offices, and detached staffs throughout the country.
2. CG PSC Organization Chart.



3. CG PSC Functional Statements. Current CG PSC functional statements can be found [here](#).

B. CG PSC-opm Division Overview and Organization Chart.

1. CG PSC-opm Division Overview. The CG PSC Officer Personnel Management Division oversees and manages the Coast Guard active duty officer service line. Current CG PSC-opm Division functional statements can be found [here](#).
2. CG PSC-opm Division Organization Chart.

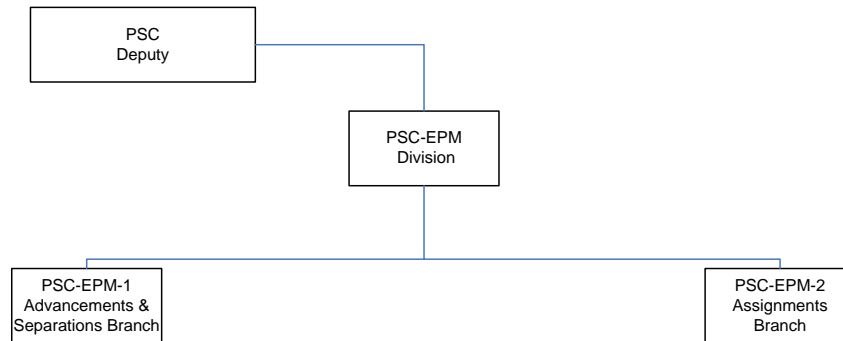


3. CG PSC-opm-1 Branch Description. The Boards, Promotions, and Separations Branch manages active duty Officer and Chief Warrant Officer boards, panels, promotions, retirements, resignations and discharges.
4. CG PSC-opm-2 Branch Description. The Officer Assignment Branch manages the officer assignment process.
5. CG PSC-opm-3 Branch Description. The Officer Evaluations Branch manages the officer evaluation process.
6. CG PSC-opm-4 Branch Description. The Officer Career Management Staff conducts analysis of career trends and provides career counseling to the officer corps.

C. CG PSC-epm Division Overview and Organization Chart.

1. CG PSC-epm Division Overview. The CG PSC Enlisted Personnel Management Division oversees and manages the Coast Guard active duty enlisted service line. Current CG PSC-epm Division functional statements can be found [here](#).

2. CG PSC-epm Division Organization Chart.



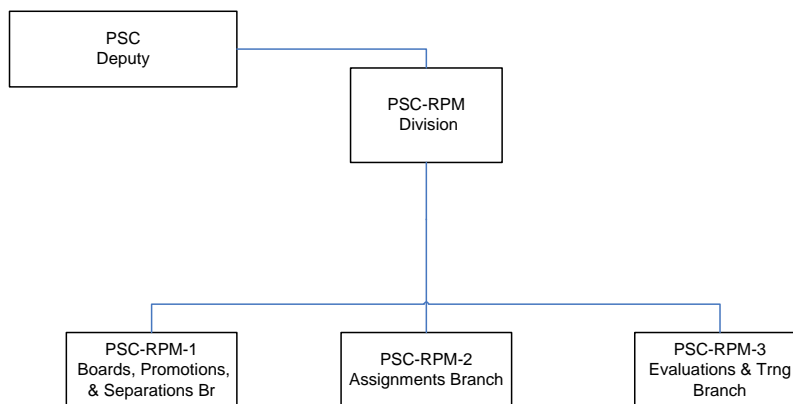
3. CG PSC-epm-1 Branch Description. The Advancements & Separations Branch manages all enlisted personnel advancements and separations.

4. CG PSC-epm-2 Branch Description. The Assignments Branch manages the enlisted personnel assignment process.

D. CG PSC-rpm Division Overview and Organization Chart.

1. CG PSC-rpm Division Overview. The CG PSC Reserve Personnel Management Division oversees and manages all the Coast Guard reserve officer and enlisted service line. Current CG PSC-rpm Division functional statements can be found [here](#).

2. CG PSC-rpm Division Organization Chart.



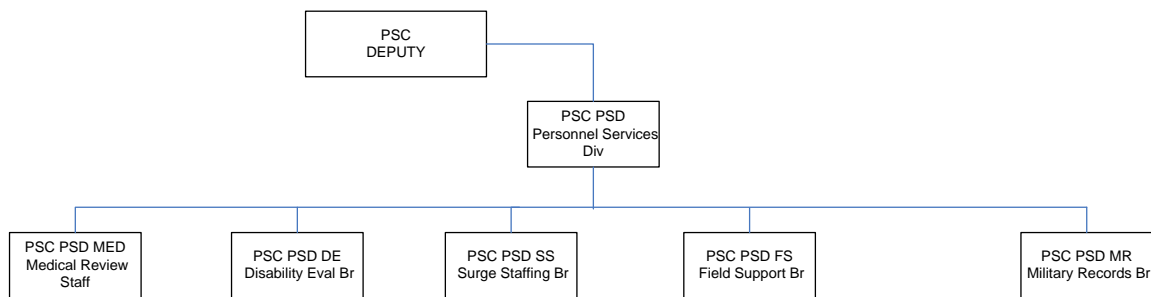
3. CG PSC-rpm-1 Branch Description. The Boards, Promotions, and Separations Branch manages reserve officer and enlisted Boards, Panels, Promotions, Retirements, Resignations and Discharges.

4. CG PSC-rpm-2 Branch Description. The Assignments Branch manages the reserve officer and enlisted assignment process.

5. CG PSC-rpm-3 Branch Description. The Evaluations and Training Branch manages the evaluation process and coordinates training opportunities for reserve officer and enlisted personnel.

E. CG PSC-psd Overview and Organization Chart.

1. CG PSC-psd Overview. The CG PSC Personnel Services Division oversees and manages human resource services that include field support and administration, housing duties, military record maintenance and review, disability evaluations, and TAD/ surge staffing needs. Current CG PSC-psd Division functional statements can be found [here](#).
2. CG PSC-psd Organization Chart.

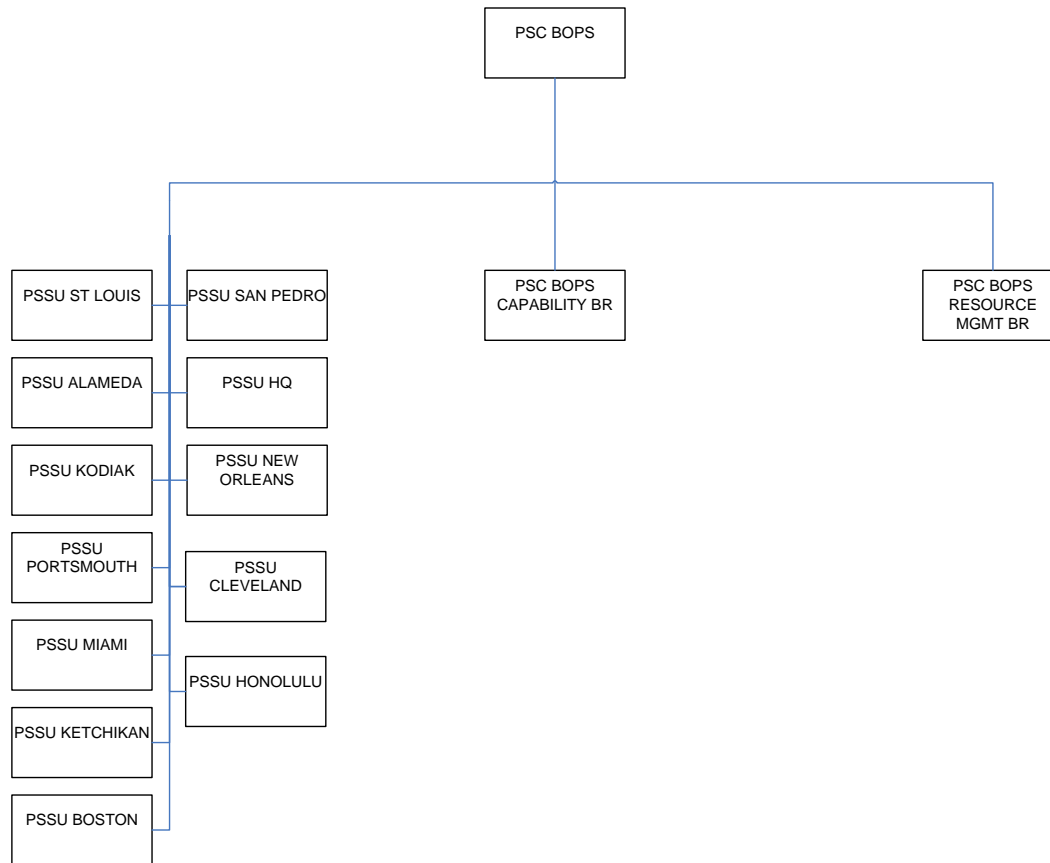


3. CG PSC-med Branch Description. The Medical Review Staff administers and reviews medical standards for the Coast Guard military workforce.
4. CG PSC-de Branch Description. The Disability Evaluation Branch administers the Coast Guard's Physical Disability Evaluation process.
5. CG PSC-ss Branch Description. The Surge Staffing Branch facilitates short term personnel support for all operational and support units throughout the Coast Guard.
6. CG PSC-fs Branch Description. The Field Support Branch oversees and manages human resources field support and administration services.
7. CG PSC-mr Branch Description. The Military Records Branch maintains military personnel data records.

F. CG PSC-bops Division Overview and Organization Chart.

1. CG PSC-bops Division Overview. The CG PSC Business Operations Division oversees and manages 12 regional Personnel Services and Support Units (PSSU) that provide personnel services support for active and reserve military personnel. The Business Operations staff also oversees and manages the resource management and capabilities development for employing CG PSC personnel to meet mission requirements. Current CG PSC-bops Division functional statements can be found [here](#).

2. CG PSC-bops Division Organization Chart.



3. CG PSC-bops-c Branch Description. The Capability Branch identifies and provides capabilities, competencies, and capacity and developing standards for the staffing, training, equipping, sustaining, and employing of CG PSC forces to meet mission requirements.
4. CG PSC-bops-r Branch Description. The Resource Management Branch monitors the budget execution process for the CG PSC enterprise.

5. CG PSC-bops-PSSU Alameda Description.
CG PSC-bops-PSSU Boston Description.
CG PSC-bops-PSSU Cleveland Description.
CG PSC-bops-PSSU Headquarters Description.
CG PSC-bops-PSSU Honolulu Description.
CG PSC-bops-PSSU Ketchikan Description.
CG PSC-bops-PSSU Kodiak Description.
CG PSC-bops-PSSU Miami Description.
CG PSC-bops-PSSU New Orleans Description.
CG PSC-bops-PSSU Portsmouth Description.
CG PSC-bops-PSSU San Pedro Description.
CG PSC-bops-PSSU St. Louis Description.

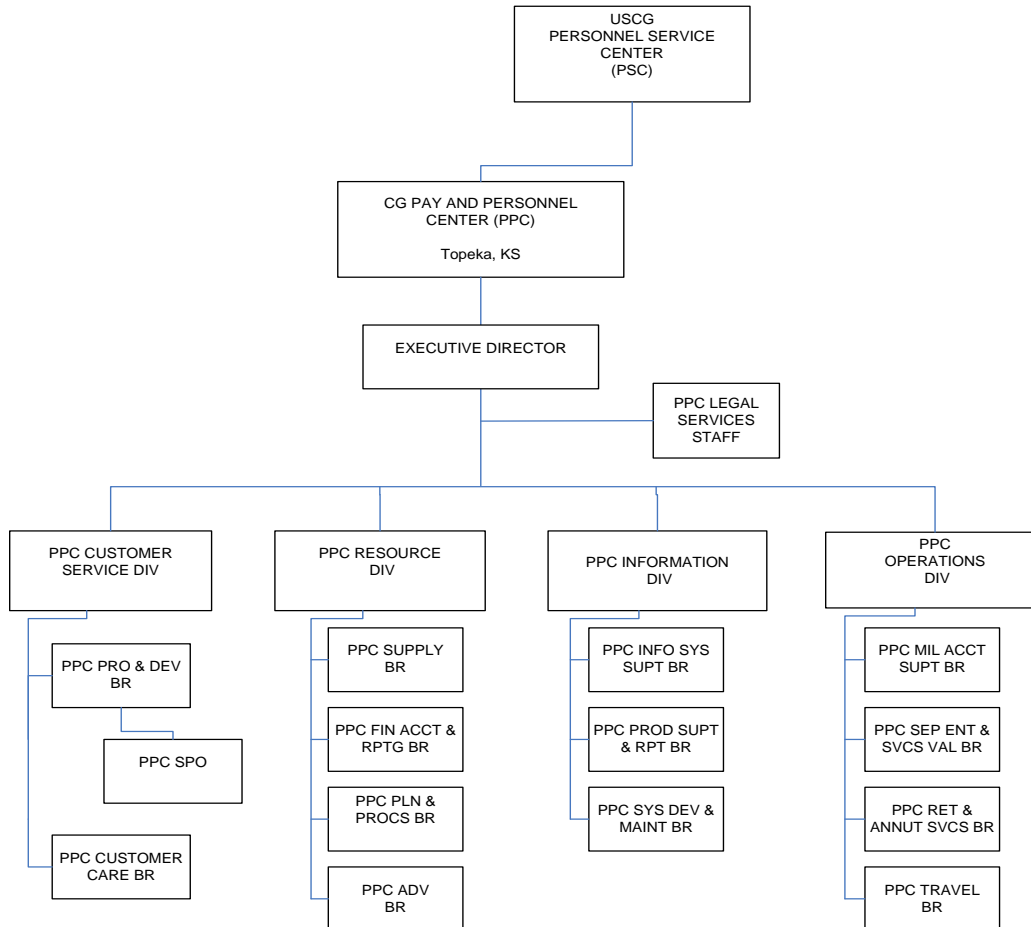
These 12 Personnel Services and Support Units provide regional depot-level Personnel Services, Servicing Personnel Office (SPO), Morale, Well-Being and Recreation (MWR), Housing, Transportation, and TDY/ADASSIGN support. Current CG PSC PSSU functional statements can be found [here](#).

- G. CG PSC-hr&a Staff Description. The CG PSC-hr&a Staff provides personnel and administrative services for all CG PSC (including detached billets) military and civilian staff. Current CG PSC-hr&a Staff functional statements can be found [here](#).

H. CG PPC Overview and Organization Chart.

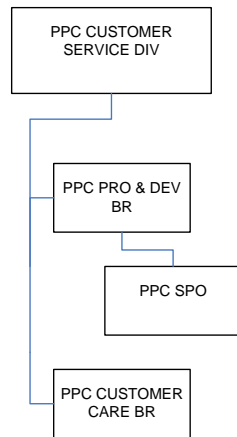
1. CG PPC Overview. The CG PPC oversees and manages pay and personnel services to all Coast Guard Active Duty, Reserve, Retiree and Annuitant members, and processes travel claims for all Coast Guard employees, including civilians and Auxiliary members. CG PPC also oversees and manages the retiree service line. Current CG PPC functional statements can be found [here](#).

2. CG PPC Organization Chart.



3. CG PPC Legal Services Staff Description. The PPC Legal Services Staff provides legal counsel and advice to PPC on matters affecting internal operations and world-wide Coast Guard military pay operations affecting active duty, retiree, and annuitant members. Current CG PPC Legal Services Staff functional statements can be found [here](#).
4. CG PPC CSD Overview and Organization Chart.
- a. CG PPC CSD Overview. The CG PPC Customer Care Division manages functions collective of each CSD branch. Current CG PPC CSD functional statements can be found [here](#).

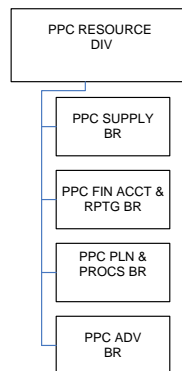
b. CG PPC CSD Organization Chart.



- c. CG PPC CSD Procedures & Dev Branch Description. The Procedures and Development Branch provides the necessary environment and tools for customers to understand and apply DA and Travel systems software applications.
- d. CG PPC CSD Customer Care Branch Description. The Customer Care Branch provides active duty and reserve pay, travel (including auxiliary and civilian travel) inquiries, and user support for T-PAX and Direct Access.

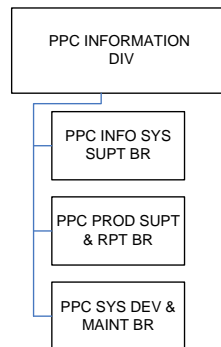
5. CG PPC RD Overview and Organization Chart.

- a. CG PPC RD Overview. The CG PPC Resource Division manages functions collective of each RD branch. Current CG PPC RD functional statements can be found [here](#).
- b. CG PPC RD Organization Chart.

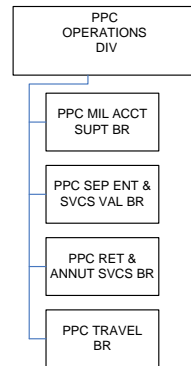


- c. CG PPC RD Supply Branch Description. The Supply Branch provides budget, purchasing, and supply support to the PPC staff.

- d. CG PPC RD Fin Acct & Rpt Branch Description. The Financial Accounting and Reporting Branch provides audit and accountant services for the PPC staff.
 - e. CG PPC RD Plan & Process Imp Branch Description. The Planning and Process Improvement Branch provides performance management consulting services to PPC leaders.
 - f. CG PPC Advancement Branch Description. The Advancement Branch manages the CG Enlisted Advancement system, SWE testing process, Supplemental Advancement process, Enlisted Evaluation system and Striker program.
6. CG PPC ID Overview and Organization Chart.
- a. CG PPC ID Overview. The CG PPC Information Division manages functions collective of each ID branch. Current CG PPC ID functional statements can be found [here](#).
 - b. CG PPC ID Organization Chart.



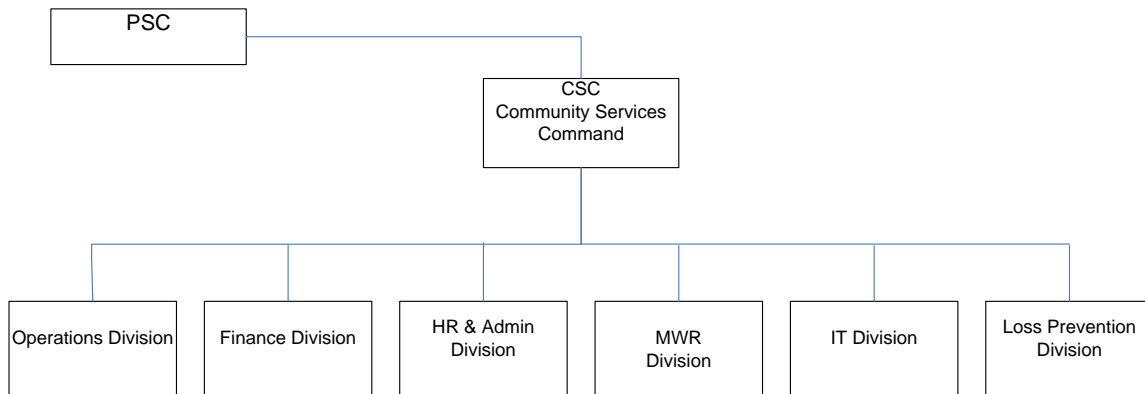
- c. CG PPC ID Info Sys Sup Branch Description. The Information System Support Branch provides hardware, software, network and telecommunications support for PPC.
 - d. CG PPC ID Prod Supt and Rpt Branch Description. The Production Support and Reporting Branch maintains all production payroll processes and interfaces with other systems (i.e., Direct Access, U.S. Treasury, Finance Center, and DMDC).
 - e. CG PPC ID Sys Dev & Maint Branch Description. The System Development and Maintenance Branch pays active duty, reserve, NOAA and retired annuitant members.
7. CG PPC OD Overview and Organization Chart.
- a. CG PPC OD Overview. CG PPC Operations Division manages functions collective of each OD branch. Current CG PPC OD functional statements can be found [here](#).

b. CG PPC OD Organization Chart.

- c. CG PPC OD Mil Acct Sup Branch Description. The Military Accounts Support Branch verifies and distributes active duty and reserve payrolls.
- d. CG PPC OD Sep Ent & Svc Val Branch Description. The Separations, Entitlements and Debts, and Service Validation Branch issues separation payments and validates service and sea service time.
- e. CG PPC OD Ret & Ann Svcs Branch Description. The Retiree and Annuitant Services Branch provides pay support and services to USCG, USCGR, and NOAA retirees and annuitants.
- f. CG PPC OD Travel Branch Description. The Travel Branch processes active duty and civilian TDY, and PCS manual and TPAX travel claims.

I. CG CSC Overview and Organization Chart.

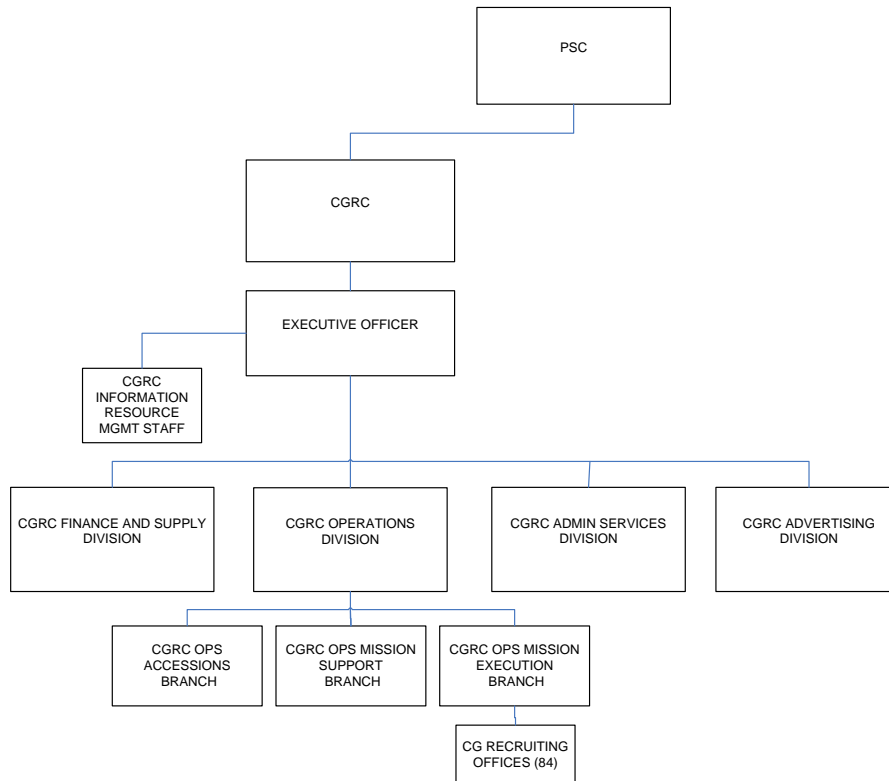
1. CG CSC Overview. The CG Community Services Command oversees and manages CG Exchange System (CGES) and Morale, Well-Being and Recreation (MWR) programs. Current CG CSC functional statements can be found [here](#).
2. CG CSC Organization Chart.



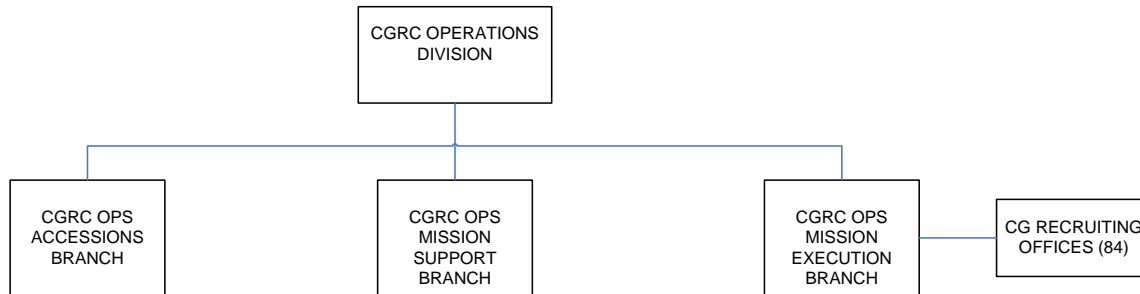
3. CG CSC Operations Division. The Operations Division is responsible for CG Exchange System (CGES) stores and e-commerce operations, staffing, store planning including layout, design and visual merchandising.
4. CG CSC Finance Division. The Finance Division develops NAF financial policy, provides general guidelines governing the financial activities of all nonappropriated fund instrumentalities of the Coast Guard, and provides direct accounting services to CGES and select category C MWR activities.
5. CG CSC HR & Admin Division. The Human Resources & Administration Division provides cradle to grave centralized personnel policy guidance and direct personnel services to the CG's NAF personnel and their commands. The Division also provides all lines of commercial insurance needed to support the NAFIs and NAF personnel.
6. CG CSC MWR Division. The Morale, Well-Being and Recreation Division develops policy establishes objectives and standards, and prescribes systems and procedures for the effective management of a decentralized MWR program, including acting as the final authority for the establishment of category C MWR activities.
7. CG CSC IT Division. The Information Systems Division maintains, supports, and manages access to CSC information systems.
8. CG CSC LP Division. The Loss Prevention Division is responsible for safeguarding all nonappropriated fund instrumentalities of the Coast Guard to include employees, assets, and buildings.

J. CGRC Overview and Organization Chart.

1. CGRC Overview. The CG Recruiting Command recruits and accesses active duty enlisted, reserve, and non-Academy officers into the Coast Guard and Coast Guard Reserve. Current CGRC functional statements can be found [here](#).
2. CGRC Organization Chart.



3. CGRC-IRM Staff Description. The CGRC Information Resource Management Staff manages CG standard workstations at CGRC and all Recruiting Offices.
4. CGRC-SUP Division Description. The CGRC Finance and Supply Division manages all funds assigned to the CG's recruiting programs.
5. CGRC-OPS Division Overview and Organization Chart.
 - a. CGRC-OPS Division Overview. The CGRC Operations Division develops, reviews and executes programs and issues guidance for the recruitment of officers and enlisted personnel for the Coast Guard and Coast Guard Reserve. Current CGRC-OPS Division functional statements can be found [here](#).

b. CGRC-OPS Division Organization Chart.

- c. CGRC-ops-acc Branch Description. The Accessions Branch manages guaranteed Class “A” School quotas, enlistment bonuses, guaranteed geographic assignments, advanced pay grade enlistments, TRACEN Cape May load plan, and processes waiver requests and physicals. Additionally, ACC oversees the transfer of Active Duty personnel to the Reserve via the In-Service Transfer Team (ISTT) and coordinates Reserve assignments for all new Reserve accessions as well as disseminates all officer candidate selection letters and coordinates their accessions with the Central Accession Point at the Coast Guard Academy.
 - d. CGRC-ops-ms Branch Description. The Mission Support Branch maintains and administers the integrity of all officer, enlisted, and Reserve recruiting programs with the exception of Coast Guard Academy recruiting. This branch also manages and supports two CG Junior Leadership Programs, manages Recruiter Training School quotas, and performs Recruiting Office standardization visits.
 - e. CGRC-ops-me Branch Description. The Mission Execution Branch is responsible for the day-to-day operations, administration and management of 84 recruiting offices to ensure applicant processing meets CG standards, and coordinates the selection and assignment of recruiting personnel.
6. CGRC-admin Division Description. The CGRC Administrative Services Division provides all necessary internal administrative support to CGRC. Current CGRC-ADM functional statements can be found [here](#).
 7. CGRC-adv Division Description. The CGRC Advertising Division develops, supervises, and coordinates the annual advertising plan in support of the CG and CG Reserve. Current CGRC-ADV functional statements can be found [here](#).

APPENDIX A – Current CG PSC Instructions

Current CG PSC Instructions are posted at <http://www.uscg.mil/psc/hra/pscinst.asp>.